

Volunteer Role Description

Volunteer Escort – Patient Transport Vehicle

Aim or goal of position:

We're looking for friendly and compassionate volunteers to accompany patients travelling to and from their outpatient appointments in the Hospice's Patient Transport Vehicle (PTV). This role is all about offering company and reassurance during the journey. Some patients may use wheelchairs, but they do not require any medical or nursing support. Your presence helps make the experience more comfortable and enjoyable for them.

If you enjoy chatting, supporting others, and making a difference in someone's day, this could be a lovely opportunity to get involved.

Volunteer Escort – Key Responsibilities

- Provide friendly conversation and reassurance to patients during journeys to and from outpatient sessions in the Hospice's Patient Transport Vehicle (PTV).
- Assist patients safely on and off the PTV, including those who may use wheelchairs.
- Respond to any issues that may arise during transport, such as travel sickness or anxiety.
- Communicate any concerns or delays during the journey to the clinical team and/or the patient's family, as appropriate.
- Ensure patients are safely escorted into their home if no family member is present to receive them.

Skills, Attributes & Requirements

- A warm, friendly manner and a good sense of humour
- Strong interpersonal and communication skills, with the ability to engage effectively and appropriately with patients and staff
- Respect for confidentiality, especially when handling patient information
- Awareness of safe handling practices when supporting patients
- Ability to work well as part of a team, particularly alongside a volunteer driver
- Understanding of Infection Control Procedures

- Reliable time management and punctuality
- Suitable attire for the role and its responsibilities
- A reasonable level of physical fitness to support patient mobility
- Sensitivity and reassurance when supporting patients who may feel anxious or unwell during travel

Estimated hours: Varies; dependent patient location.

Scheduling: Monday – Friday; dependent on need

Training:

- Wheelchair Clamping - 1 hour (Refreshed every 4 years)
- Moving and Handling - PATIENT / CLIENT– 2 yearly 2 hour
- Infection Control ?

Length of commitment sought: Dependent on patient requirements

Work site: Highland Hospice, Ness House, 1 Bishops Road, Inverness, IV3 5SB

What You'll Gain as a Volunteer Escort

- Be part of a supportive and friendly team making a real difference
- Help enhance the wellbeing of patients, their families, and Hospice staff
- Develop a deeper understanding of the vital role Highland Hospice plays in the community
- Receive training in Moving & Handling and Infection Control
- Build confidence, make meaningful connections, and enjoy new friendships

Start Date: To be agreed upon receipt of a PVG membership and completion of training

Number of volunteers sought for this role? 2 or 3 people as a pool which can be called upon as required

Role supervisor(s): Giridhar Ravi - Rehab and Wellbeing Team Lead
Clinical

For further information and application contact the Volunteer Office on 01463 227902 or email volunteer@highlandhospice.org.uk